

Colorado Workforce Development Council

Continuous Improvement Management System

Innovation in Leadership and Service Delivery (ILSD)

The ILSD is intended to encourage all Colorado Workforce Regions to engage in continuous improvement activities and to build a local system of excellence. Local systems of excellence promote the goals for statewide workforce development, support local and statewide economic development and prosperity for Colorado. The Colorado Workforce Development Council is committed to continuous improvement efforts. This commitment is acknowledged by the award of Incentive Dollars to Workforce Regions actively engaging in continuous improvement efforts.

The criteria for the ILSD are reflective of the criteria define by Colorado Performance Excellence (CPEX). The CPEX tiered process for achieving performance excellence provides a template for Workforce Regions to successfully build processes that support excellence, achieve success and receive incentive dollars.

The phases of continuous improvement activities are non-prescriptive, to the extent that each Workforce Region will define the activities and timelines in regard to their available resources. A brief outline of these phases is described here.

- I. Organizational Profile – Based upon the Baldrige Model, each Workforce Region has received training and technical assistance to understand the Organizational Profile criteria. Upon completing their Organizational Profile a Workforce Region will apply to CPEX to participate in the High Plains training. Evaluator feedback from the High Plains training will guide Workforce Regions toward the next steps of the Foothills, Timberline and Peak Awards.
- II. CPEX
 - a. High Plains
 - b. Foothills
 - c. Timberline
 - d. Peak

Additional criteria within the Innovation in Leadership and Service Delivery category may be defined to meet the changing needs of Colorado's employers and workforce. This information will be communicated to Workforce Regions as it is defined.